



MTF Action Plan Report

Naval Hospital Pensacola

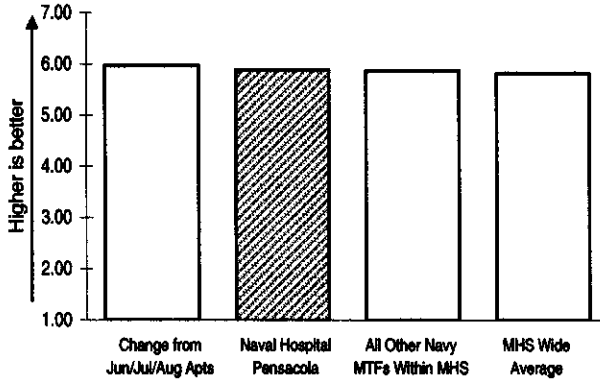
Patient Satisfaction Report: September/October/November 2001 Appt. Data

Total Mailed = 1260 Returns As Of Cutoff = 419 Non-deliverables = 46 Response Rate = 34.5%

Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)

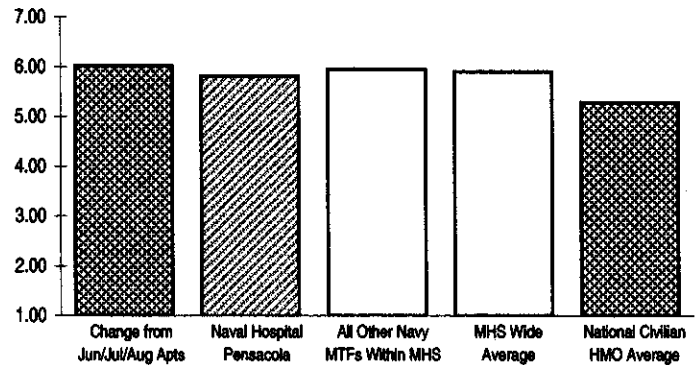
5.97 5.88 5.87 5.82



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)

6.02 5.81 5.95 5.90 5.28



Not Significantly Different From Naval Hospital Pensacola

Significantly Different From Naval Hospital Pensacola

Comparison To:

Change from Jun/Jul/Aug Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	Access Average	3.77	3.63 <input type="checkbox"/>	3.59 <input type="checkbox"/>	3.47 <input type="checkbox"/>
<input type="checkbox"/>	* Referral for specialty care (Q10c)	3.85	3.72 <input type="checkbox"/>	3.67 <input type="checkbox"/>	3.59 <input type="checkbox"/>
<input type="checkbox"/>	* Access to medical care (Q10b)	3.84	3.78 <input type="checkbox"/>	3.72 <input type="checkbox"/>	3.63 <input type="checkbox"/>
<input type="checkbox"/>	* Office wait time (Q9)	3.53	3.51 <input type="checkbox"/>	3.47 <input type="checkbox"/>	3.19 <input type="checkbox"/>
<input type="checkbox"/>	Time to return your call (Q11)	3.61	3.45 <input type="checkbox"/>	3.39 <input type="checkbox"/>	3.30 <input type="checkbox"/>
<input type="checkbox"/>	Ease of making phone appointment (Q10a)	4.08	3.70 <input type="checkbox"/>	3.69 <input type="checkbox"/>	3.76 <input type="checkbox"/>
<input type="checkbox"/>	Appointment wait time (Q7)	3.81	3.67 <input type="checkbox"/>	3.65 <input type="checkbox"/>	3.46 <input type="checkbox"/>
<input type="checkbox"/>	Quality Average	4.08	4.09 <input type="checkbox"/>	4.04 <input type="checkbox"/>	3.75 <input type="checkbox"/>
<input type="checkbox"/>	** Overall quality of care received (Q3j)	4.14	4.14 <input type="checkbox"/>	4.10 <input type="checkbox"/>	3.80 <input type="checkbox"/>
<input type="checkbox"/>	** How well the care met your needs (Q3i)	3.98	4.03 <input type="checkbox"/>	3.97 <input type="checkbox"/>	3.69 <input type="checkbox"/>
<input type="checkbox"/>	** Thoroughness of treatment (Q3c)	4.09	4.16 <input type="checkbox"/>	4.11 <input type="checkbox"/>	3.82 <input type="checkbox"/>
<input type="checkbox"/>	How much you were helped (Q3h)	3.97	3.98 <input type="checkbox"/>	3.93 <input type="checkbox"/>	3.65 <input type="checkbox"/>
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)	4.22	4.14 <input type="checkbox"/>	4.09 <input type="checkbox"/>	3.80 <input type="checkbox"/>
<input type="checkbox"/>	Interpersonal Relationship Average	4.11	4.08 <input type="checkbox"/>	4.04 <input type="checkbox"/>	3.73 <input type="checkbox"/>
<input type="checkbox"/>	** Personal interest in you (Q3e)	4.16	4.12 <input type="checkbox"/>	4.07 <input type="checkbox"/>	3.79 <input type="checkbox"/>
<input type="checkbox"/>	** Attention given to what you had to say (Q3b)	4.19	4.16 <input type="checkbox"/>	4.12 <input type="checkbox"/>	3.85 <input type="checkbox"/>
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)	3.91	3.97 <input type="checkbox"/>	3.92 <input type="checkbox"/>	3.55 <input type="checkbox"/>
<input type="checkbox"/>	Advice on ways to avoid illness/stay healthy (Q3f)	3.98	3.96 <input type="checkbox"/>	3.94 <input type="checkbox"/>	3.59 <input type="checkbox"/>
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)	4.29	4.18 <input type="checkbox"/>	4.13 <input type="checkbox"/>	3.87 <input type="checkbox"/>

Your rating is:



Lower



Same



Higher